



# Family Support Services

## Family Selected Provider Process

Family may identify a provider for respite care services. Family may receive a list of interested certified independent providers from NEON to interview for appropriateness.

Providers may live in the same house as the person receiving respite services but cannot be the parent or step-parent of the person receiving services. Under no circumstances will a provider under the age of 18 be able to provide respite services. If the provider meets these requirements, the provider is considered approved and can begin providing services immediately.

The following paperwork must be completed and submitted with the first invoice after services have been provided. This paperwork only needs submitted once.

- **The Waiver of Provider Training for Family Selected Providers (Attachment I)** - completed by the family and signed by both the family and provider.

This form provides assurance that the family is assuming responsibility for the health and safety needs of the individual to be met, and that no liability will be incurred by the Board.

The family and provider will negotiate all unit rates. An hourly rate is used for services provided up to 4 hours per day and is not to exceed \$20 per hour. If services are provided for more than 4 hours consecutively, the daily rate is used. It is not to exceed \$100 per day. The negotiated rates are to be identified on the **Parents Time Away Monthly Invoice (Attachment J)**.

The family and family selected provider must complete the **Parents Time Away Monthly Invoice (Attachment J)** upon completion of services. Both the identified family member and the provider must sign the invoice. Invoices can be submitted monthly and will be processed within 10 business days of receipt (this does not include weekends or holidays).

NEON will not be responsible for payment of invoices that would exceed the family's program allowance. Explanation of Benefits (EOB) will be sent to the family each month identifying available funds. It is the family's responsibility to be aware of remaining available funds.

*LCBDD/Deepwood Family Support Services  
c/o North East Ohio Network  
721 Boardman-Poland Road, Suite 103  
Boardman, OH 44512  
Phone: 1-800-237-6828 FAX: 855-336-6968*

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